



San Bernardino County

Department of Child Support Services



CONTACT INFORMATION

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Deputy Director, Child Support Services

Salary

\$82,160 to \$105,144 Annually

Plus Excellent Benefits

Filing Period

June 16—July 6, 2012

The Application and Selection Process

Please submit a completed County application and responses to the Supplemental Questions. The selection process will consist of a competitive evaluation of qualifications. The most highly qualified candidates may be referred to the appointing authority for a selection interview.

Applicants are encouraged to apply online at
www.sbcounty.gov/hr



**Deputy Director,
Child Support Services**

The mission of DCSS is to determine paternity, establish and enforce child support orders and secure payments to assist families in meeting the financial and medical needs of their children. The department provides timely and effective service in a professional manner.



Department of Child Support Services

The Department of Child Support Services (DCSS) operates the County's local Child Support Enforcement Program. DCSS locates absent parents, establishes paternity, establishes orders for monetary support and medical support pursuant to state guidelines, and enforces and modifies those obligations when needed. The department has 436 full-time employees and an operating budget of \$39 million. The department is responsible for a caseload of approximately 118,000 cases with annual collections exceeding \$160 million.

Department offices are located in Loma Linda, Victorville and Ontario.

The County of San Bernardino

Located in the heart of Southern California, the County of San Bernardino is the largest County in the United States. Its vast borders stretch from the greater Los Angeles area to Nevada and the Colorado River, encompassing a total area of 20,160 square miles.

With more than two million residents and 24 incorporated cities and towns, San Bernardino is the 5th fastest-growing County in the nation. The County has a workforce of nearly 19,000 and an annual operating budget of approximately \$4 billion.

Nestled south of the San Bernardino mountain range, the County is known for its scenic beauty and strategic location within an hour's drive to the desert, forest, mountains, lakes or beaches. Numerous colleges and universities support a strong, diverse local workforce and an unparalleled network of highways, railways and airports make San Bernardino a hub for regional, national and international goods movement.

The Position

The Deputy Director of Child Support Services is a key member of the DCSS leadership team. The position plans, organizes and directs a major component of the Department.

Key responsibilities include the following:

- ◆ Recommend new and revised program and department goals, policies, procedures, and methods; provide consultation and interpretation of policies and procedures to subordinate managers and supervisors.
- ◆ Ensure compliance with federal and state laws, monitor the quality and effectiveness of programs.
- ◆ Determine staffing, space and other division needs; recommend and implement plans to ensure those needs are met.
- ◆ Supervise through subordinates a large and/or varied staff.
- ◆ Consult with department staff in responsible areas where advice or assistance is required or requested, resolving problems as needed.
- ◆ Facilitate and/or conduct various studies of department systems, procedures, policies and practices. Coordinate the implementation of adopted recommendations.
- ◆ Oversee the preparation of detailed reports, correspondence and other documents.
- ◆ Serve as a member of the senior management team.



Excellent Benefits Package

- ◆ 14 paid holidays
- ◆ 80 hours paid administrative leave
- ◆ Up to 160 hours annual paid vacation
- ◆ 96 hours annual sick leave with unlimited accrual
- ◆ 401(k) with County contribution of 2 times employee contribution up to 8% of base pay
- ◆ 457 Deferred Compensation Plan match of 1 time employee contribution up to .5% of base pay
- ◆ County provides 7% of base salary plus \$329.70 per month toward employee's retirement contribution.
- ◆ Monthly subsidy to offset health coverage cost depending on plan selection for health, dental, AD&D, and voluntary life insurance.
- ◆ Medical premium subsidy to offset dependent coverage
- ◆ Paid vision insurance for employee and dependents
- ◆ Paid Long and Short-Term Disability Insurance
- ◆ \$50,000 Term Life Insurance
- ◆ Variable Group Universal Life Insurance: County contributes 25% of the premium for 1 time annual base salary
- ◆ Retirement Medical Trust Fund (VEBA)
- ◆ Medical Expense Reimbursement Plan (FSA)
- ◆ \$1,000 tuition or membership reimbursement per year
- ◆ Health club membership reimbursement up to \$324 per year
- ◆ Relocation assistance

Up to \$105,144 Per Annum

Qualifications

Education

Thirty (30) semester (45 quarter) units of completed college coursework in public/business administration, administration of justice, behavioral/social science, English, math, humanities or human services. At least half of the units must be upper division. Completion of the Management Leadership Academy (MLA) program in the County of San Bernardino will be accepted toward the required upper division coursework on the basis of 4 quarter units of credit per MLA management or executive track completed.

Experience

Two (2) years of experience managing staff responsible for establishing/enforcing child support obligations **OR** three (3) years of management experience overseeing staff providing social services. Qualifying experience must include responsibility for policy/compliance, operations or budget/fiscal administration.

Substitution

One (1) year of additional qualifying experience may be substituted for up to 15 semester (23 quarter) units of non-upper division education.

Ideal Candidate

The ideal candidate for the Deputy Director of Child Support Services is an accountable, strategic thinker, customer-focused, visionary leader. The Deputy Director will have a demonstrated history which includes collaboration and consensus building with individuals and organizations; and be a team player who maintains and cultivates successful working relationships. Outstanding communication, interpersonal and managerial skills are required for success. Additional desirable traits include:

- ◆ A self-directed problem-solver with high standards for quality and a strong commitment to public service.
- ◆ A proactive, skilled professional who can assist in the development of long-term goals and identify the best methods for achieving those goals.
- ◆ A "big picture" person able to understand the strategic goals of the organization and assist in accomplishing the organizational directives.
- ◆ The ability to motivate people to achieve the goals of the organization.
- ◆ Strong writing and presentation skills
- ◆ The ability to manage a variety of complex projects while charting a course of action that effectively assists the organization.